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**TELEFACSIMILE MESSAGE**

TO: Mr. Luke Gilligan

COMPANY: U.S. Patent and Trademark Office

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**COMMENTS:**

Supplement to Appeal Brief.

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**SUMMARY OF THE CLAIMED SUBJECT MATTER**

The present invention as defined in independent claim 1 is a method of processing a customer claim against a manufacturer's product that includes the steps of inputting the claim through a computer to a database at a first management level, determining the monetary value of the claim, approving or denying the claim at the first management level when the monetary value of the claim is below a first predetermined level. The method includes a second management level that acts to review all claims input at the first management level and to approve or deny the claim when the monetary value of the claim is above the first predetermined level and below a second predetermined level. A third management level acts to review all claims input at the first and second management levels and to approve or deny the claim when the monetary value of the claim is above the second predetermined level (pg. 13, ¶ 39, pgs. 16 – 24, ¶¶ 45-62, Figs. 1 and 2).

Independent claim 19 is directed toward a method of processing a customer claim against a manufacturer's product when the claim is made for repair or replacement of the product after the expiration of a specified warranty period. Similarly, independent claim 20 is directed toward a method of processing a customer claim against a manufacturer's product when the claim is made for ancillary costs arising from customer expenses associated with the servicing of the product while still within the manufacturer's specified warranty period. Both independent claims 19 and 20 include the limitations set forth in independent claim 1 as described above. In addition, both independent claims 19 and 20 include a fourth management level to review all approved claims for accuracy and completeness and to inform the customer when a claim is denied and to inform an accounting management level when a claim has been approved and direct the accounting management level to reimburse the customer (pg. 13, ¶ 39, pgs. 16, 25, ¶¶ 45-64, Figs. 1A, 2 and 11).